

**PATENT APPLICATION**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

<b>Applicants:</b>	Chang, et al.	<b>Examiner:</b>	Jeanty, Romain
<b>Serial No:</b>	10/617,965	<b>Group:</b>	3623
<b>Filed:</b>	July 11, 2003	<b>Docket:</b>	YOR920030197US1 (8728-627)
<b>For:</b>	<b>Systems and Methods for Monitoring and Controlling Business Level Service Level Agreements</b>		

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA. 22313

**AMENDMENT UNDER 37 U.S.C. 1.111**

Examiner:

This reply is in response to the Office Action dated September 22, 2005. Please consider the following amendments and remarks.